# TEXAS BOARD OF CRIMINAL JUSTICE
# JOB DESCRIPTION

POSITION TITLE:    SYSTEMS SUPPORT SPECIALIST IV -
Office of the Inspector General

SALARY GROUP:    B19

DEPARTMENT:    Office of the Inspector General

CERTIFICATION:    I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY:    Cris W. Love, Sr.                                    DATE:   12/01/2020

POSITION #:    017117

I.    JOB SUMMARY

Performs highly advanced computer systems support work in a help desk setting.  Work involves coordinating the first-line assistance for operational problems of agency information technology systems; and operating automated office equipment in a stand-alone, network, and mainframe environment.  Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

II.    ESSENTIAL FUNCTIONS

A.    Provides technical assistance and support for applications and hardware problems and for information sharing with external entities in a customer service environment; maintains the necessary security controls for the systems; and coordinates the implementation of new systems, administration of agency policies and procedures, and scheduling of technical support activities.

B.    Uses various software package applications which perform computations, arithmetic, and logic operations to arrange, sort, and manipulate data to include word processing, spreadsheet, database, graphics, and statistical analysis software; advises users and analyzes user requirements concerning software and the efficient use of information technology systems; and reviews and recommends procurement of information technology equipment.

C.    Provides assistance in the design, development, and maintenance of systems applications; trains and provides instructional guidance on the capabilities and limitations of the available hardware and software; installs, maintains, moves, and assists in testing and upgrading new and existing hardware and software; troubleshoots and solves computer-related problems; and provides assistance in researching and resolving escalated problems to include the most complex and critical technical problems.

D.    Provides customer service and help desk support for staff; analyzes performance of technical support activities and documents resolutions, identifies problem areas, and devises and delivers solutions to enhance quality of service and prevent future problems; prepares briefings, reports, and evaluations on system efficiency and utilization; develops and makes presentations and briefings for training sessions; develops procedure manuals; and develops procedures for operating automated systems.

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E.  Sets up equipment for employee use; performs and ensures proper installation of cables, operating systems, and appropriate software; maintains Information Technology (IT) Request Tracker and IT inventory; maintains various system access accounts for employees and contractors of the Office of the Inspector General (OIG); and coordinates requests with the agency IT Department (ITD) for ITD- managed system access accounts.

*   Performs a variety of marginal duties not listed, to be determined and assigned as needed.

II.   MINIMUM QUALIFICATIONS

A.   Education, Experience, and Training

1.   Graduation from an accredited senior high school or equivalent or GED.  Five years full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

graduation from an accredited senior high school or equivalent or GED.  Current Microsoft Certified Systems Engineer or A+ certification from the appropriate certifying authority.  Two years full-time, wage-earning experience in the support and maintenance of microcomputer systems to include hardware and software in a network or stand-alone environment

or

thirty semester hours from an accredited college or university with three semester hours in Computer Science, Management Information Systems, or a related field.  Four years full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

sixty semester hours from an accredited college or university with six semester hours in Computer Science, Management Information Systems, or a related field.  Three years full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

ninety semester hours from an accredited college or university with nine semester hours in Computer Science, Management Information Systems, or a related field.  Two years full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

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bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) with a major in Computer Science, Management Information Systems, or a related field. One year full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment.

Equivalent technical or trade school courses in a computer-related field may be substituted for the required semester hours or years of experience.  The same technical or trade school courses may not be used to substitute for both required semester hours and years of experience.

2.   Experience in Microsoft Windows 7 and later operating systems providing technical support and maintenance of Microsoft Office Suite or equivalent to include the use of word processing, spreadsheet, database, or presentation software programs preferred.

B.   Knowledge and Skills

1.   Knowledge of the practices, principles, and techniques of computer operations and applications.

2.   Knowledge of a variety of computer application programs and their applicability to computer systems operations.

3.   Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.

4.   Skill to communicate ideas and instructions clearly and concisely.

5.   Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

6.   Skill to interpret and apply rules, regulations, policies, and procedures.

7.   Skill in problem-solving techniques.

8.   Skill in the use of computers and related equipment in a stand-alone or local area network environment.

9.   Skill to prepare and maintain complex records and files in an automated system.

10.  Skill to review technical data and prepare technical reports.

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11. Skill to operate and train employees to operate computers and related automated data processing equipment.

12. Skill in troubleshooting problems with software and hardware.

13. Skill in the installation and use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

14. Skill in the installation and use of Adobe Reader and Adobe Acrobat software products.

15. Skill in the electronic transmission of communications.

16 Skill to research, interpret, and compile instructional information and apply to the installation, use, and maintenance of computer hardware and software.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 45 lbs. and over, perceive depth, operate a motor vehicle, and operate motor equipment.

B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.

C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, dolly, and automobile.